

CLAIMS

1. (Original) A method comprising:
determining a service provider ID code;
generating a list of service seekers having received advice regarding a field of service
from a service provider corresponding to the determined service provider ID
code; and
displaying the listing of service seekers, via a customer display screen, to enable
relationship management of the listed service seekers.
2. (Original) The method of claim 1, wherein prior to determining a service provider ID
code, the method further comprises:
receiving a login request from a service provider, including a service provider ID code
and a service provider password;
verifying the service provider password as corresponding to the service provider ID code
from the login request;
once verified, presenting the service provider with a service provider system home page;
and
once the service provider selects a customer-management link, presenting the service
provider with a customer-management interface screen.
3. (Original) The method of claim 1, wherein prior to determining the service provider ID
code, the method further comprises:
selecting a service provider available from a service provider system;
determining one or more service seekers having received advice communication
regarding a field of service from the selected service provider;

generating a transaction record within a service seeker transaction database for each determined service seeker; and
repeating the selecting, determining and generating for each service provider available from the service provider system.

4. (Original) The method of claim 1, wherein determining the service provider ID code further comprises:
receiving a selection from a service provider for a customer-management link;
once the request is received, detecting a service provider ID code of the service provider;
and
providing the determined service provider ID code to a service seeker list generation procedure.
5. (Original) The method of claim 1, wherein generating the list of service seekers further comprises:
receiving a service provider ID code; and
querying a service seeker transaction database to determine the list of service seekers having received advice communication from a service provider matching the service provider ID code, wherein the advice is one of live advice via a communication medium, recorded advice and written advice via electronic mail.
6. (Original) The method of claim 1, wherein providing the listing of service seekers further comprises:
sorting the list of service seekers according to a date of most recent contact with the corresponding service provider;

providing the service provider with one or more links for selecting customer management processing commands, the customer management processing commands for processing one or more selected service seekers contained in the listing; and when a sort request is received from the service provider, sorting the listing according to criteria provided by the service provider.

7. (Original) The method of claim 1, further comprising:
receiving a service provider selection for one or more of the service seekers contained in the service seeker display screen;
receiving a service provider selection including a selected customer management processing command; and
processing the selected service seekers according to the selected customer management processing command.
8. (Original) The method of claim 7, wherein processing the selected service providers further comprises;
when a compose mail command is received, providing the service provider a mail screen for entering in desired information to be provided to each of the selected service seekers via electronic mail;
when a service seeker block command is received, blocking each selected service seeker from receiving further advice from the service provider; and
when a service seeker assignment command is received, assigning the selected service seekers to one or more list designated by the service provider.
9. (Original) The method of claim 1, wherein providing the list of service seekers further comprises:

determining one or more of the service seekers from the service seeker list, which are designated as potential repeat customers according to pre-determined criteria; and listing an alert via the customer display screen for each of the determined service seekers.

10. (Original) The method of claim 1, wherein providing the listing of service seekers further comprises:

listing the service seekers according to a method of receiving advice communication, wherein the method of receiving advice communication includes one of a telephone advice conversation, a recorded advice communication and an e-mail advice communication.

11. (Currently Amended) A computer readable storage medium including program instructions that direct a computer to ~~function in a specified manner~~ perform a method when executed by a processor, the ~~program instructions~~ method comprising:

determining a service provider ID code;
generating a list of service seekers having received advice regarding a field of service from a service provider corresponding to the determined service provider ID code; and
displaying the listing of service seekers, via a customer management display screen, to enable relationship management of the listed service seeker.

12. (Original) The computer readable storage medium of claim 11, wherein prior to determining a service provider ID code, the method further comprises:
receiving a login request from a service provider, including a service provider ID code and a service provider password;
verifying the service provider password as corresponding to the service provider ID code from the login request;

once verified, presenting the service provider with a service provider system home page;
and
once the service provider selects a customer-management link, presenting the service provider with a customer-management interface screen.

13. (Original) The computer readable storage medium of claim 11, wherein prior to determining the service provider ID code, the method further comprises:
selecting a service provider available from a service provider system;
determining one or more service seekers having received advice regarding a field of service from the selected service provider;
generating a transaction record within a service seeker transaction database for each determined service seeker; and
repeating the selecting, determining and generating for each service provider available from the service provider system.
14. (Original) The computer readable storage medium of claim 11, wherein determining the service provider ID code further comprises:
receiving a selection from a service provider for a customer-management link;
once the request is received, detecting a service provider ID code of the service provider;
and
providing the determined service provider ID code to a service seeker list generation procedure.
15. (Original) The computer readable storage medium of claim 11, wherein generating the list of service seekers further comprises:
receiving a service provider ID code; and

querying a service seeker transaction database to determine the list of service seekers having received advice from a service provider matching the service provider ID code;
wherein the advice is one of live advice via a communication medium, recorded advice and written advice via electronic mail.

16. (Original) The computer readable storage medium of claim 11, wherein providing the listing of service seekers further comprises:
sorting the list of service seekers according to a date of most recent contact with the corresponding service provider;
providing the user with one or more links for selecting customer relationship processing commands, the customer relationship processing commands for processing one or more of the service seekers contained in the listing; and
when a sort request is received from the service provider, sorting the listing according to criteria provided by the service provider.
17. (Currently Amended) The computer readable storage medium of claim 11, the method further comprising:
receiving a service provider selection for one or more of the service seekers contained in the service seeker display screen;
receiving a service provider selection including a selected customer management processing command; and
processing the selected service seekers according to the selected customer management processing command.
18. (Original) The computer readable storage medium of claim 17, wherein processing the selected service providers further comprises;

when a compose mail command is received, providing the service provider a mail screen for entering in desired information to be provided to each of the selected service seekers via electronic mail;

when a service seeker block command is received, blocking each selected service seeker from receiving further advice from the service provider; and

when a service seeker assignment command is received, assigning the selected service seekers to a list designated by the service provider.

19. (Original) The computer readable storage medium of claim 11, wherein providing the list of service seekers further comprises:

determining one or more of the service seekers from the service seeker list, which are designated as desirable customers according to pre-determined criteria; and listing an alert via the customer display screen for each of the determined service seekers.

20. (Original) The computer readable storage medium of claim 11, wherein providing the listing of service seekers further comprises:

listing the service seekers according to a method of receiving advice communication, wherein the method of receiving advice communication includes one of a live telephone advice conversation, a recorded advice communication and an e-mail advice communication.

21. (Original) A method comprising:

accessing, by a service provider, a customer management interface of a service provider system;

receiving a customer management screen listing one or more service seekers having received advice communication regarding a field of service from the service provider; and

viewing a listing of service seekers processed according to one or more customer management processing command, provided via the customer management screen and selected by the service provider.

22. (Original) The method of claim 21, further comprising:
selecting one or more service seekers listed in the service seeker display screen;
selecting a service seeker list assignment command;
generating one or more service seeker lists; and
assigning each selected service seeker to the one or more generated service seeker lists.
23. (Original) The method of claim 21, wherein viewing the listing of service seekers further comprises:
receiving a service seeker alert for one or more service seekers determined by the system as potential repeat customers according to predetermined criteria; and
contacting the designated service seekers in order to provide incentives for repeat engagement in advice communication with the service provider.
24. (Original) The method of claim 21, further comprising:
selecting one or more service seekers listed in the service seeker display screen;
selecting an electronic mail command to generate an e-mail to each of the selected service providers, including compensation incentives for repeat advice communication between the service provider and one or more service seekers;
when desired by a service seeker, engaging in an advice communication between the service seeker and the service provider; and
following completion of the advice communication, receiving, by the service seeker, the compensation incentives.

25. (Original) The method of claim 21, further comprising:
selecting one or more service seekers listed in the service seeker display stream;
selecting a service seeker block command; and
blocking, by the service provider system, the selected service seekers from receiving and
engaging in advice communication with the service provider.
26. (Currently Amended) A computer readable storage including program instructions that
direct a computer to ~~function in a specified manner~~ perform a method when executed by
a processor, the ~~program instructions~~ method comprising:
accessing, by a service provider, a customer management interface of a service provider
system;
receiving a customer management screen listing one or more service seekers having
received advice communication regarding a field of service from the service
provider; and
viewing a listing of service seekers processed according to one or more customer
relationship processing command, provided via the customer management display
screen and selected by the service provider.
27. (Currently Amended) The computer readable storage medium of claim 26, the method
further comprising:
selecting one or more service seekers listed in the service seeker display screen;
selecting a service seeker list assignment command;
generating one or more service seeker lists; and
assigning each selected service seeker to the one or more generated service seeker lists.
28. (Original) The computer readable storage medium of claim 26, wherein providing the
listing of service seekers further comprises:

- receiving a service seeker alert for one or more service seekers determined by the system
as potential repeat customers according to predetermined criteria; and
contacting the designated service seekers in order to provide incentives for repeat
engagement in advice communication with the service provider.
29. (Currently Amended) The computer readable storage medium of claim 26, the method
further comprising:
selecting one or more service seekers listed in the customer management screen; and
selecting an electronic mail command to generate an e-mail to each of the selected
service providers, including compensation incentives for repeat f advice
communication between the service provider and one or more service seekers;
when desired by a service seeker, engaging in an advice communication between the
service seeker and the service provider; and
following completion of the advice communication, receiving, by the service seeker, the
compensation incentives.
30. (Currently Amended) The computer readable storage medium of claim 26, the method
further comprising:
selecting one or more service seekers listed in the service seeker display stream;
selecting a service seeker block command; and
blocking, by the service provider system, the selected service seekers from receiving and
engaging in advice communication with the service provider.
31. (Original) An online advice customer relationship management system, comprising:
a processor having circuitry to execute instructions;
a customer management interface coupled to the processor, the customer management
interface to receive access request from one or more service providers of the

- system, and to display one or more customer management screens in response to one or more service providers;
- a service seeker transaction database including a transaction record for each service seeker having received advice regarding a field of service from a service provider of the system; and
- a storage device coupled to the processor, having sequences of instructions stored therein, which when executed by the processor cause the processor to:
- determine a service provider ID code, generate a list of service seekers having received advice regarding a field of service from a service provider corresponding to the determined service provider ID code, and display the listing of service seekers, via a customer management screen, to enable relationship management of the listed service seekers.
32. (Original) The system of claim 31, further comprising:
- a service provider database including each service provider available from the system;
- a system interface to provide a service seeker with a list of available fields of service, accept a field of service desired by the service seeker, provide the service seeker with a list of one or more service providers stored in the service provider database which match a field of service desired by the user, and receive a selection from the user for a selected service provider; and
- a communication interface, coupled to the processor, to connect the service seeker with the selected service provider to receive advice communication regarding the selected field of service from the service provider.
33. (Original) The system of claim 31, further comprising:
- a provider interface for receiving a request from a service provider of a field of service for inclusion in the service provider database, and generate a record in the service

provider database, the record including provider information contained in the request.

34. (Original) The system of claim 31, wherein the processor is further caused to
- when a compose mail command is received, provide the service provider a mail screen for entering in desired information to be provided to each of the selected service providers via electronic mail;
- when a service seeker block command is received, block each selected service provider from receiving further advice from the service provider; and
- when a service seeker assignment command is received, assign the selected service providers to one or more list designated by the service provider.